

How streamlined document services are delivering Government efficiencies



“For printing and related services, we need to improve efficiency and productivity and build a platform for continuous improvement.”

David Smith
Commercial Director
Department for Work and Pensions

Background

As the United Kingdom’s largest central and civil government department, the Department for Work and Pensions (DWP) delivers services directly to over 20 million citizens and pays out more than \$500 million in benefits every year.

From ‘child support’ to ‘welfare to work’ to ‘pensions management’, it is fact that DWP will touch every citizen in the UK at sometime during their lifetime.

That amounts to a staggering number of records and transactions to manage.

And with the very well being of people in the balance, it requires accuracy that approaches perfection and security that can’t be breached.

The Challenge

To improve overall service delivery, DWP set out to review and revamp its entire document supply chain. It had two principal goals.

Firstly, to make information clearer and more easily available and accessible to UK citizens and secondly, to improve efficiency in keeping with increasingly vigilant government reviews.

Implicit in its goals was the need to integrate document services across all of its 1,000+ offices and eliminate the repetitive processes being performed by multiple suppliers in individual departmental silos.

Solution

A tall order for any single organisation, Xerox assembled iON, an association of leading companies in their fields, to integrate transformation across a fragmented supply chain – starting with ordering, through procurement, production and warehousing, all the way to final delivery to the customer. In addition to Xerox – the prime contractor – the iON association includes EDS, Accenture, CEVA (formerly TNT Logistics), Remploy and TSO (The Stationery Office).

“Through iON, Xerox and its partners will provide us with a streamlined and coherent solution to DWP’s current and future needs for print, publicity material and associated services. This will give us improved value for money, greater efficiency and a vehicle for continuous improvement in this important area of our business,” said David Smith, Commercial Director, Department for Work and Pensions.

Besides drawing from its standard portfolio of document management services, Xerox put in place a dedicated Contact Centre and an 80,000-square-foot warehouse so that all document-driven components could be ordered and shipped from one source.

Says David Smith, “The approach Xerox has developed is designed to ensure that we get real value from our partnership and that our critical requirements for print and associated services are met as and when we need them.”

With one third of the UK population depending on them every day, DWP was not about to settle for anything less.

Benefits

The contract will provide a Single Service Management Infrastructure for all DWP's core print and related requirements. It will facilitate the transformation of the Department's document services and improve the quality and effectiveness of its document-related communication with UK citizens.

For the first time, all business print and marketing materials, stationery and reprographics will be available to DWP staff through a single point of contact and via the Government e-procurement exchange. The contract will also result in substantial overall savings for the Department, in line with its commitment to the UK Government's Efficiency Review targets.

"Xerox will help us to deliver better products, better services, and be part of a major transformation of the way we do business with our customers. We have our boards engaged, we have our senior teams engaged, we have our staff engaged; that's the way to do good business, that's the way to deliver real value."

David Smith
Commercial Director
Department for Work and Pensions

Case Study Snapshot

The Challenge

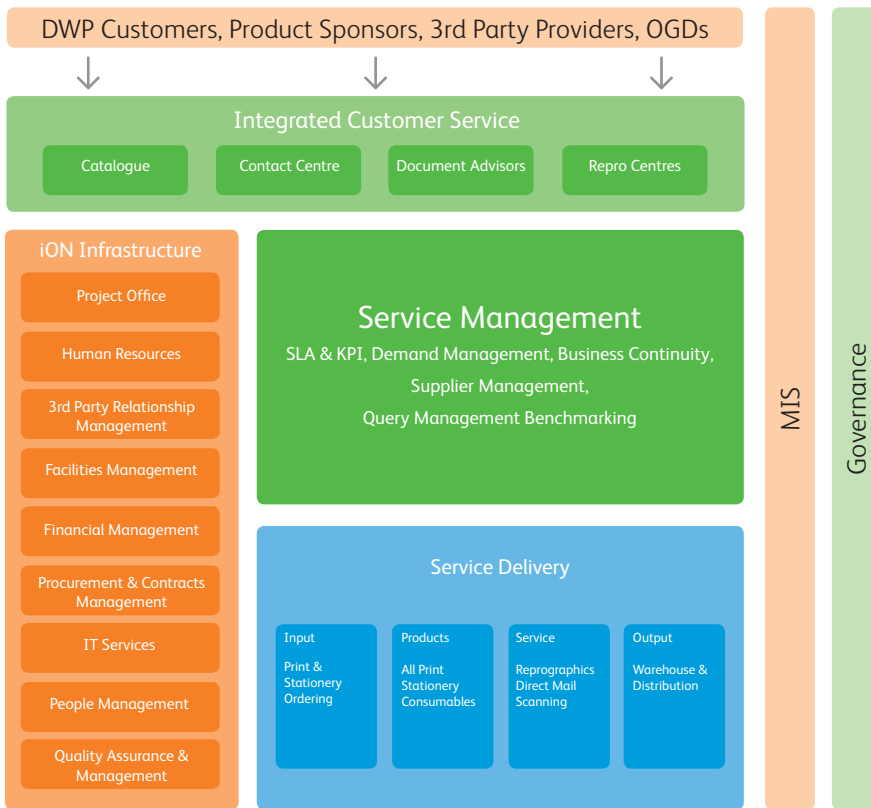
- DWP needed to review and revamp its entire document supply chain in order to make information clearer and more easily accessible to UK citizens
- Faced stringent new government requirements to improve efficiency and reduce costs
- Looked to eliminate unnecessary duplication by integrating document services across all 1,000+ offices

The Solution

- Xerox put together the iON association, a partnership of leading companies in their fields, to integrate transformation across a fragmented supply chain
- Single Service Management Infrastructure for all DWP's core print and related requirements
- Dedicated Contact Centre and 80,000 sq ft warehouse to ensure effective supply chain management and distribution

The Results

- Substantial overall savings in line with the UK Government's Efficiency Review targets
- Transformation of the Department's document services
- Improvement in the quality and effectiveness of DWP's document related communication with UK citizens
- All business print and marketing material available to DWP staff through a single point of contact



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